

Beneficiary Dental Exception (BDE) February 2020

The BDE process is available to Medi-Cal Dental Managed Care (DMC) members in Sacramento County to ensure timely access to services through their dental plan. Requests are made by mail, fax, email, or by calling the BDE phone line (855-347-3310). The Department of Health Care Services' staff work with the DMC plans on behalf of the members to schedule an appropriate appointment within specified timeframes, based on the member's needs. If no such appointment is secured, the members may request to opt-out of Medi-Cal DMC and move into Medi-Cal Dental Fee-for-Service (FFS) where he or she may select his or her own dental provider on an ongoing basis. No one has utilized the BDE to transfer to FFS since its inception.

The following report includes a summary for February 2020, comparison of January 2020 to February 2020, 2019 vs. 2020, and 2020 annual summary.

Total Requests Received in February 2020

A total of 151 requests were received during February; six (4%) were BDE requests, while 145 (96%) were non-BDE requests (Table 1). Three (50%) of the six BDE requests were completed and closed in February; the remaining three (50%) remained open due to appointments scheduled the following month (Table 3).

Table 1: February 2020 Incoming Totals

Total Requests	151	100%
BDE	6	4%
Non-BDE	145	96%
Inbound Phone Call Total	95	63%
BDE	3	3%
Non-BDE	92	97%
Mail/Fax/Email Total	56	37%
BDE	3	5%
Non-BDE	53	95%

Table 2: February 2020 Non-BDE Totals

Non-BDE Categories	145	100%
BDE Info/No Need	23	16%
Benefits	3	2%
Eligibility	6	4%
Plan/Provider Info	54	37%
No Answer/Left Message	46	32%
Other	13	9%

BDE Requests Received from January 2020 to February 2020

From January 2020 to February 2020, there were 10 BDE requests received (Table 5).

Table 3: BDE Request Received in February 2020

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	0	0	0	0	0	0
Urgent	0	2	0	2	0	2
Routine	0	1	3	2	2	4
Specialist	0	0	0	0	0	0
In Progress	0	1	2	3	0	3
Closed	0	2	1	1	2	3
Total BDE	0	3	3	4	2	6

Table 4: BDE Requests Received in January 2020

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	1	0	1	2	0	2
Urgent	0	0	0	0	0	0
Routine	0	1	0	0	1	1
Specialist	0	1	0	1	0	1
In Progress	0	0	0	0	0	0
Closed	1	2	1	3	1	4
Total BDE	1	2	1	3	1	4

Table 5: BDE Requests Received from January 2020 to February 2020

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	1	0	1	2	0	2
Urgent	0	2	0	2	0	2
Routine	0	2	3	2	3	5
Specialist	0	1	0	1	0	1
In Progress	0	1	2	3	0	3
Closed	1	4	2	4	3	7
Total BDE	1	5	4	7	3	10

BDE Requests Closed in February 2020

Six BDE requests were closed in February 2020. Three of the six requests were received in January but were closed in the following month due to appointments being scheduled in February. One request was an urgent appointment, one was a specialist appointment, one was an emergency appointment, and three were routine appointments (Table 6). Three requests were for adults and three were for children. All six requests were successfully seen and treated by a dentist (Figure 2).

Table 6: BDE Requests Closed in February 2020

Type of Visit	Adult/ Child	Service Provided	Timely Access (Business Days)	Dental Plan	Department Perspective
Urgent	Adult	Limited Exam & X-Rays; Referral to oral surgeon for extraction of #3	3	Health Net	Successful
Specialist	Adult	Evaluation; Referral pediatric dentist	18	Health Net	Successful
Emergency	Adult	Exam on 01/06/2020; Extraction of #32 on 02/11/2020	2	LIBERTY	Successful
Routine	Child	Consultation & X-Rays; Request for sedation submitted	11	LIBERTY	Successful
Routine	Child	Consultation & X-Rays; member needs extractions of B, C, T, J & K	12	Health Net	Successful
Routine	Child	Exam; Referral to Pediatric dentist	9	Health Net	Successful

Appointment Timeframes (as required by contract)

- Emergency – 24 hours
- Urgent – 72 hours (3 days)
- Routine – 4 weeks
- Specialist – 30 days from authorized request

Figure 1: BDE Appointments Closed in February: Organized by Type

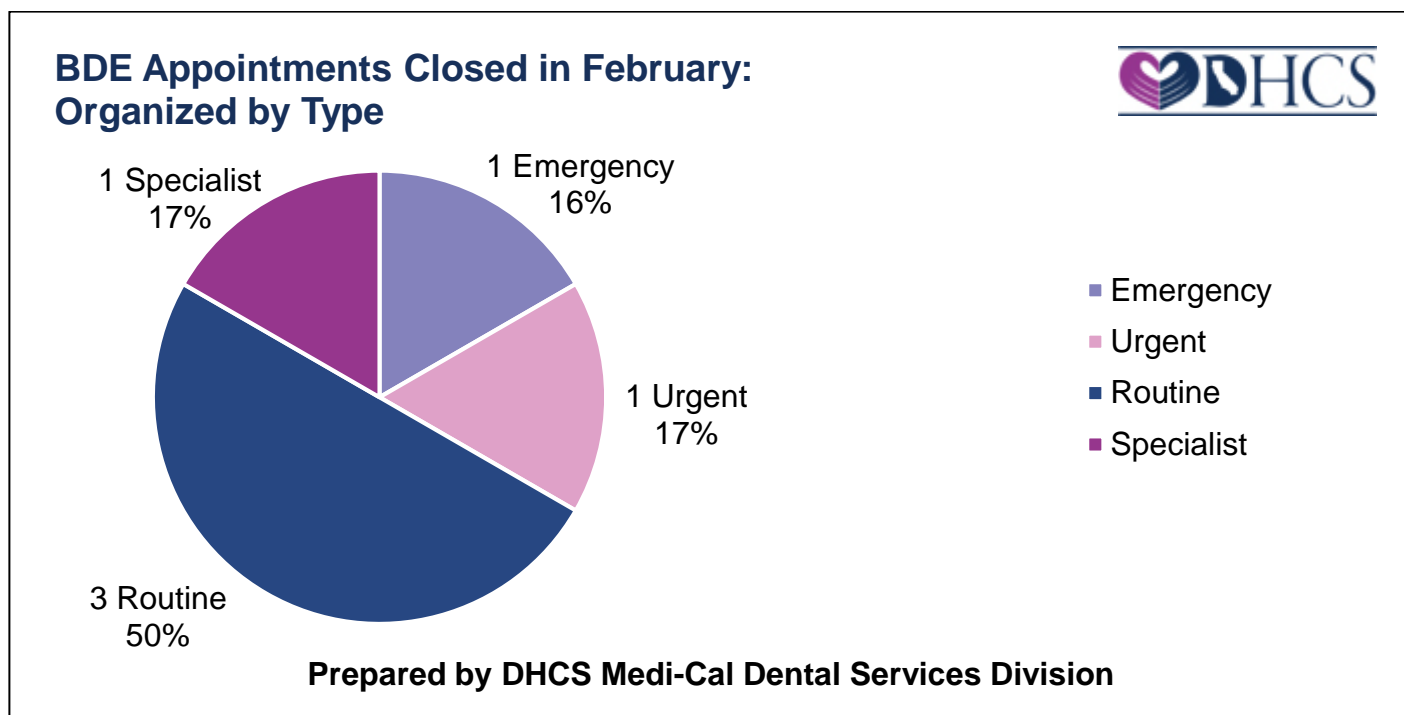


Table 7: BDE Appointments Closed in February: Organized by Type

Type of Appointment	Adults	Children	Total	Percentage
Emergency	1	0	1	16%
Urgent	1	0	1	17%
Routine	0	3	3	50%
Specialist	1	0	1	17%

Figure 2: BDE Appointments Closed in February: Successful vs. Unsuccessful

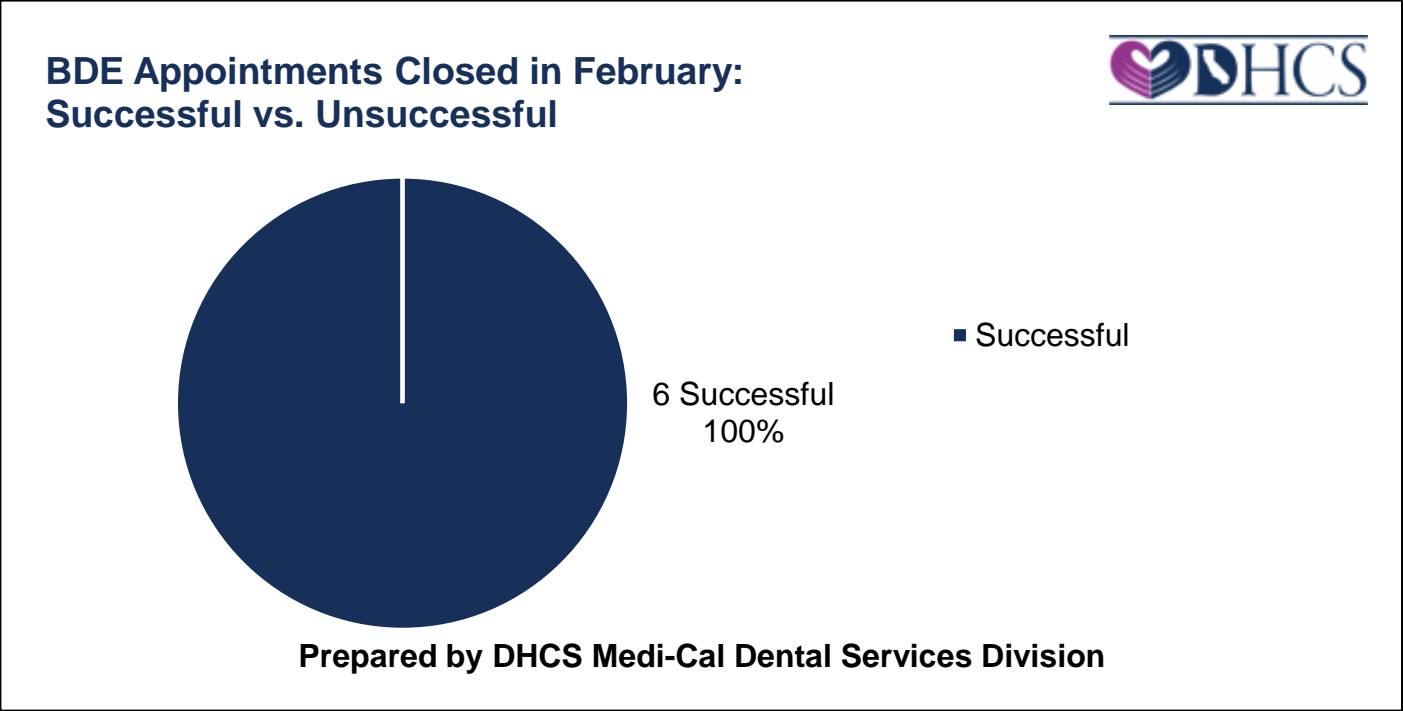


Table 8: BDE Appointments Closed in February: Successful vs. Unsuccessful

Department Perspective	Adults	Children	Total	Percentage
Successful	3	3	6	100%
Unsuccessful	0	0	0	0%

BDE Requests Closed from January 2020 to February 2020

Seven BDE requests were closed from January 2020 to February 2020 (Tables 9 and 10). Please note, these tables include requests received from prior months when a member requires multiple appointments or when the request is near the end of the month.

Table 9: BDE Requests Closed in January 2020

Closed BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Unsuccessful Emergency	1	0	0	1	0	1
Unsuccessful Urgent	0	0	0	0	0	0
Unsuccessful Routine	0	0	0	0	0	0
Unsuccessful Specialist	0	0	0	0	0	0
Successful Emergency	0	0	0	0	0	0
Successful Urgent	0	0	0	0	0	0
Successful Routine	0	0	0	0	0	0
Successful Specialist	0	0	0	0	0	0
Unsuccessful	1	0	0	1	0	1
Successful	0	0	0	0	0	0
Total	1	0	0	1	0	1

Table 10: BDE Requests Closed in February 2020

Closed BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Unsuccessful Emergency	0	0	0	0	0	0
Unsuccessful Urgent	0	0	0	0	0	0
Unsuccessful Routine	0	0	0	0	0	0
Unsuccessful Specialist	0	0	0	0	0	0
Successful Emergency	0	0	1	1	0	1
Successful Urgent	0	1	0	1	0	1
Successful Routine	0	2	1	0	3	3
Successful Specialist	0	1	0	1	0	1
Unsuccessful	0	0	0	0	0	0
Successful	0	4	2	3	3	6
Total	0	4	2	3	3	6

2019 vs. 2020 Comparison

As shown below (Figure 3), there was an increase in total monthly requests in February 2020 when compared to February 2019. The increase in call volume may be attributed to the mailing of BDE forms which increased member awareness of dental benefits.

Figure 3: 2019 vs. 2020 Total Monthly Incoming Requests

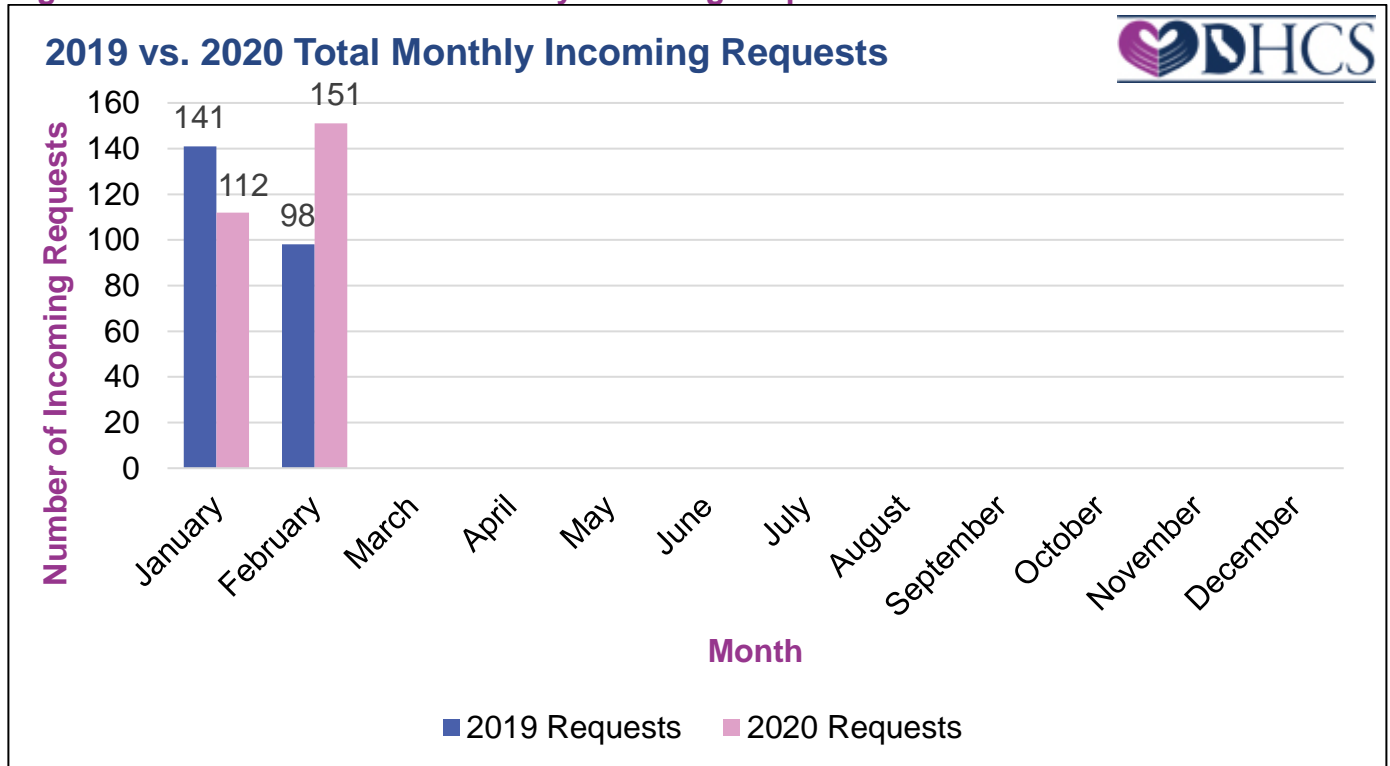


Figure 4: 2019 vs. 2020 BDE Monthly Incoming Requests

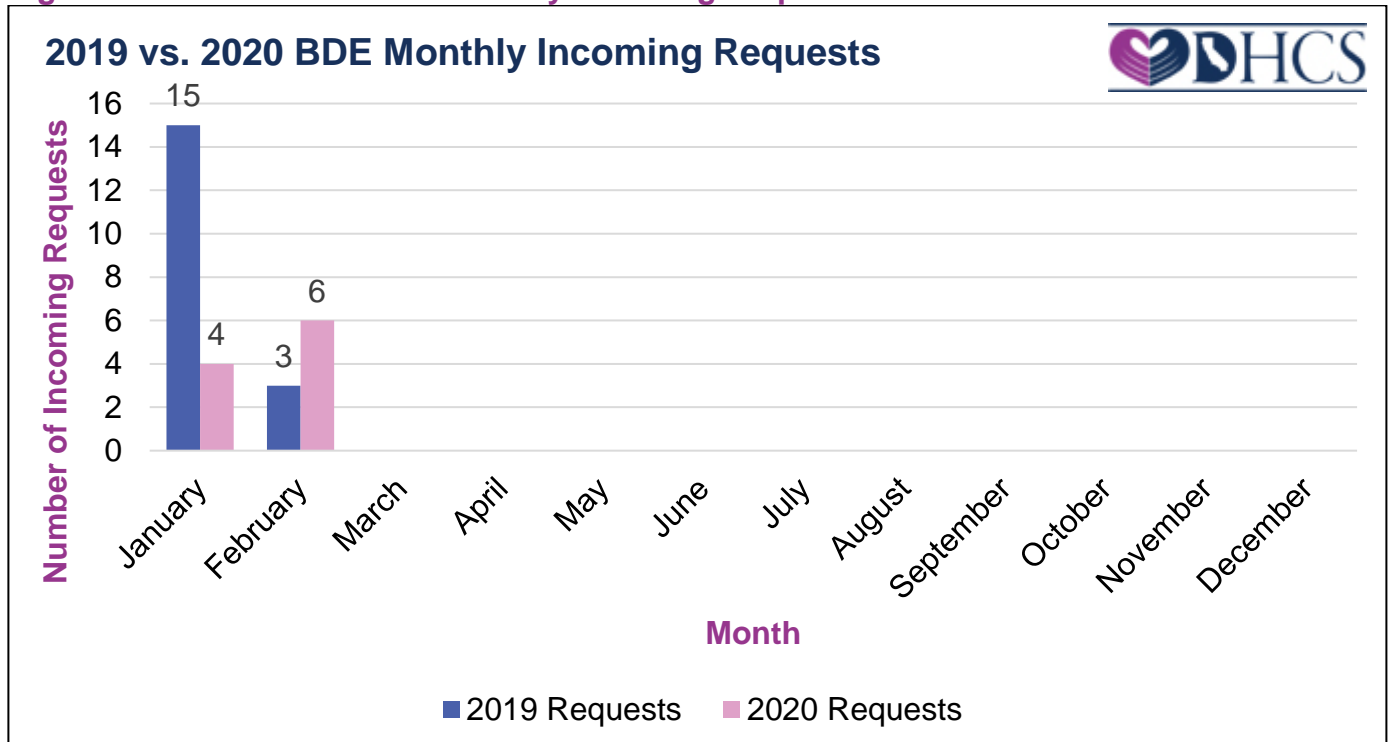
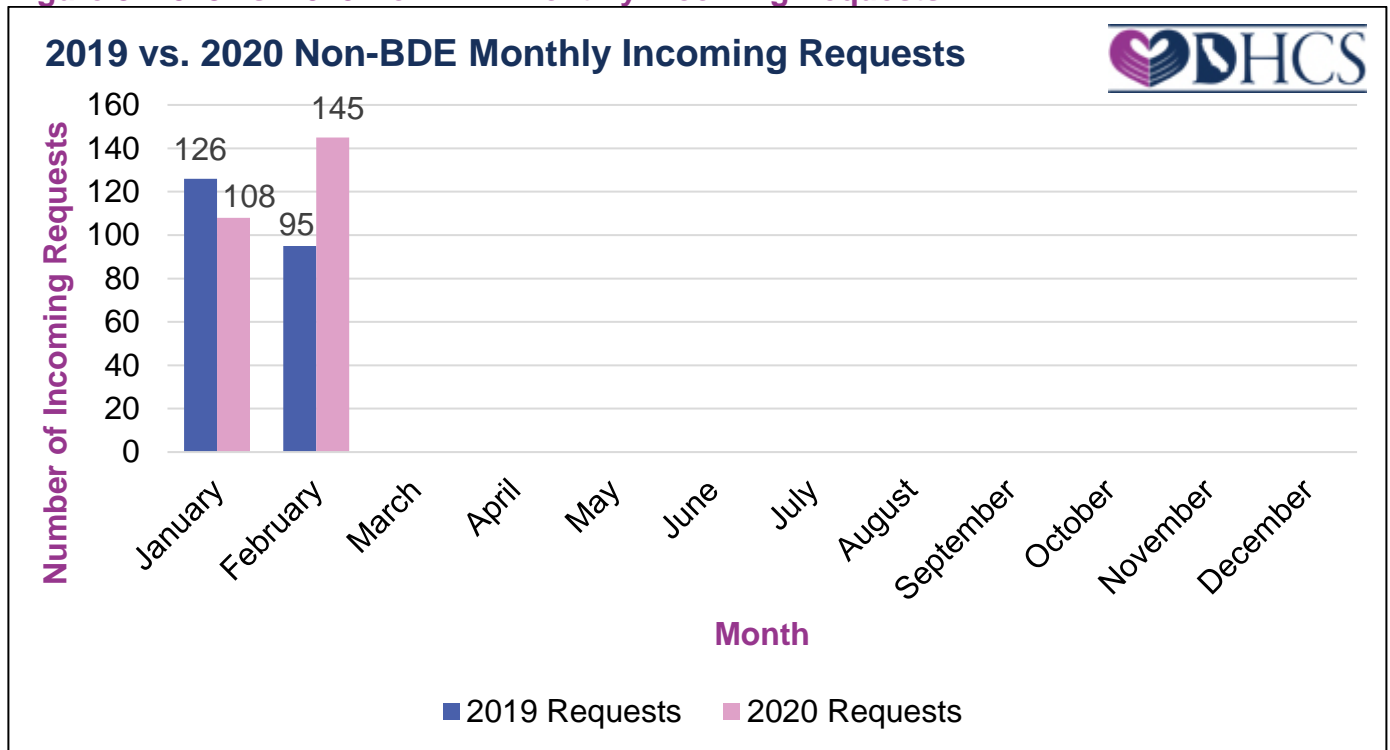


Figure 5: 2019 vs. 2020 Non-BDE Monthly Incoming Requests



2020 Summary

Figure 6: 2020 Total Monthly Requests by Type

